

# Sierra-Cedar India Nurtures a Relationship with BWAY through Delivery of Enhancements and Major Upgrade

## Client Overview

BWAY Corporation has served the North American container industry for more than 100 years. BWAY Corporation designs and produces a comprehensive line of rigid metal and plastic containers for the growing general line category of the North American container industry. Their product line fulfills the packaging needs of companies that manufacture and supply goods such as paint and related products, petroleum products, chemicals, certain foods, and a variety of household and personal care products. BWAY's operating units have the expertise and resources to serve our customers' diverse metal and plastic packaging needs.

## Challenges

In 2005, BWAY needed a Department-to-Cost-Center mapping and a new Net-to-Gross report consistent with their SAP GL system. This was needed quickly and with minimal investment of time and effort. At that time, BWAY was quite skeptical about using offshore services, as the specifics of the requirement and the end-product was not clearly defined. The client was not convinced that with the difference in time-zone and the potential language barriers this solution was achievable using an offshore team.

## Solutions

Sierra-Cedar had previously partnered with BWAY supplying consulting and hosting services; in 2005, Sierra-Cedar's India offshore operation was brought into the picture as the optimum solution for this opportunity. Sierra-Cedar India assigned a team that could take the very high-level functional requirements, translate into technical specifications, and quickly prototype a solution. The team was available up to Noon ET routinely to engage in meetings and conversations with BWAY. This played an integral role in helping lay the foundation for a solid relationship with Sierra-Cedar India's offshore operations. With the prototyped product in hand, the business user was able to internally think through the functionality and articulate additional details with ease, leading to a successful implementation. Throughout the development cycle, the team adjusted work hours to have adequate overlapping time with the users and handle issues real-time.

## Results

Sierra-Cedar India's commitment to "do what it takes" for client satisfaction was visible again through Offshore services. Post project, BWAY's confidence in the offshore capabilities of Sierra-Cedar India has firmed up. The India team has been asked to work on multiple other complex interfaces and enhancements including ADP interface, ronos interface, etc. When BWAY went through its recent upgrade from PeopleSoft 8.3 to 9.0, a double-hop upgrade, Sierra-Cedar India was contracted to perform the entire development for the customization reapplication effort. The upgrade project was a resounding success and the relationship continues as BWAY partners with Sierra-Cedar India in their future enhancement initiatives.

## From the Client



*Using the development team in India was a value proposition for BWAY's PeopleSoft 9.0 upgrade. It allowed BWAY to lower our implementation cost, but, more importantly it provided timely and quality results. Our team was able to review and test during our business hours... The convenience of having information available for testing at the start of our business day was crucial in hitting our aggressive upgrade timeline. We found that the work performed was high quality and presented good value to our implementation..."*

**Jack Phillips**  
Corporate Controller  
Bway

## Organization Overview

Industry:  
Commercial, Packaging &  
Containers

## Products & Services

Remote Development  
Upgrade PeopleSoft 8.3-9.0

